Sierra Pacific Windows

Owner's Manual

SIERRA PACIFIC WINDOWS OWNER'S MANUAL

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Important: It is the responsibility of the end user to visually inspect their Sierra Pacific window and door products for necessary maintenance and repairs, at least twice per year, or more frequently as dictated by environment and exposure.

Thank you for choosing Sierra Pacific windows and doors.

Sierra Pacific's unique approach to building and selling quality windows and doors begins with the trees. Our trees are grown and harvested from well managed forests certified as sustainable under the auspices of the Sustainable Forestry Initiative® (SFI). Select Ponderosa Pine and Douglas Fir are then fabricated into quality components and assembled into some of the finest windows and doors available.

Eleven Regional Service Centers are staffed with professional, factory-trained sales and service personnel. These personnel are ready to provide quick, convenient service long after the sale.

This Owner's Manual provides useful information regarding your new windows and doors, including how to keep them looking and performing like new for many years to come. Should you have additional questions, please contact your local Sierra Pacific Windows Regional Service Center at 800-824-7744.

Safety Considerations

Safety should always be the primary consideration when handling and caring for windows and doors. Please carefully read and follow these important safety considerations:

- Wear the appropriate safety equipment for the work to be done (e.g. goggles, safety glasses, gloves, etc.).
- Doors and windows can be very heavy and odd shapes and sizes can be awkward to handle. Two or more people may be required when moving, installing or performing maintenance.
- Aluminum clad windows and doors have sharp corners and edges. Be careful to avoid personal injury when handling these products.
- Never mix cleaning products. The mixing of cleaners may not only be ineffective, but could also be very dangerous. Always follow the manufacturer's recommendation for diluting and using cleaners.
- Do not leave openings in the walls unattended when small children or pets are present.

Caution: Screens are designed to keep insects out. They will not restrain children or pets. Falling from an opening could result in serious injury or death.

Handling and Storage

All Sierra Pacific windows and doors are packaged to avoid damage during shipment. Prior to installation, windows and doors should be stored upright in a clean, dry area. Do not store flat or on edge. Do not expose unfinished windows and doors to direct sunlight, excessive moisture, high heat or extremely dry conditions. Protect unfinished windows and doors, including oak thresholds, from dirt, water and abuse. Excessive water and abusive construction traffic will stain and damage the unfinished oak threshold on your doors.

Important: Some windows and doors with insulated glass will come with a vent (capillary) tube. These tubes are applied when altitude is a consideration in shipping or destination. It is important that the tubes are clipped immediately following a 72-hour acclimation period. Each window and door with a vent tube will have an instruction sticker applied on or near the vent tube, located in the upper right hand area (from interior) of the window or door. Please read and follow the instructions.

Important: Do not apply any films onto the insulated glass. These tinted films will cause excessive heat buildup within the insulated unit. This buildup could result in cracks or seal failure**.** The use of such films will void your warranty.

Sierra Pacific windows and doors are packaged and shipped with corner blocks, mull braces and skid boards to prevent shipping and handling damage. These blocks and bracing members must be removed prior to installation. Shipping handles are attached on large window or door units (50 square feet and greater) to provide for easier handling.

Install and finish your windows and doors as soon as possible. Once installed, keep your windows and doors closed and locked, especially prior to finishing. This will help to keep your sash and panels from bowing and maintain a tight seal. Stabilize the moisture content of your home or building interior and allow your product to adjust to surrounding conditions. In no instance should any finish be applied over damp wood. All wood surfaces must be finished prior to, or immediately following, installation. This will ensure proper operation and long-term performance.

Please read and follow installation instructions carefully.

Important: Proper installation is critical to ensure smooth operation and long-term performance.

If additional instructions are needed for installation, please contact your Sierra Pacific Windows representative or Regional Service Center.

General Preparation and Finishing Instructions

Applying a finish to your product in a timely fashion is extremely important. A high quality finish will help protect your windows and doors from the elements as well as enhance their beauty. As with any effort, proper preparation will go a long way toward achieving the desired results. Please read and follow these instructions:

Preparation

1. Fill all visible nail holes in the glazing bead, trim or elsewhere with a high-quality wood filler. For exterior application, ensure the filler is exterior grade. Allow drying per the manufacturer's instructions. For wood exterior product, all seams and joints must be caulked with an exterior grade caulk.

2. Lightly hand-sand the interior wood surfaces of your windows and doors. Use 220-grit sandpaper to remove any handling marks, dirt or construction residue. Always sand in the direction of the grain and be careful not to scratch the glass. Do not use an orbital or belt sander. Hand sanding is sufficient and helps ensure a consistent finish. For exterior wood surfaces, sand lightly with a 180-grit sandpaper.

3. Wipe all surfaces clean of sanding dust with a clean tack cloth or a clean soft rag. Do not use cleaners or polishes. They could discolor the wood and affect the finish.

4. The wood surfaces must be totally free of dust, dirt, grease or any surface contamination. The wood surface must be dry, no more than 12% moisture content. Under no circumstances should any finish be applied over damp wood.

5. When hardware is removed from a window or door, take note of placement, fastener type and location. Keep the removed hardware together in a safe location so it is not damaged or misplaced. Hardware placement is critical to the operation of your windows and doors**.** Make sure the hardware is replaced in the same location from which it was removed. Use the same fasteners.

6. Prior to application, test the finish on an inconspicuous area to check for desired results. Always apply a high quality paint, stain or finish and follow the manufacturer's instructions.

7. Not all primers, paints, stains and clear coats are compatible. Check the manufacturer's labeling for compatibility or use finishing materials from

the same manufacturer designed for use with each other. Again, follow the manufacturer's instructions.

8. Always lap the finish coat onto the glass 1/16" to protect the seal between the glass and the wood.

9. Do not paint, stain or clear coat any weather-strip, jamb liners, screens, hardware or any surface that has sliding contact with another (e.g. double hung and sliding windows). Paints, stains and clear finishes contain solvents that can cause plastics and vinyl to lose their flexible qualities and become brittle. If you do get paint, stain or clear coat on any of these areas, clean off immediately with a clean cloth.

10. Always apply finish with the sash or panel open or removed. Do not close the window or door until the finish is thoroughly cured. Do not allow uncured finished surfaces to contact weather-stripping or each other.

✔ **Note:** Though dry to the touch, the paint / finish may not be thoroughly cured.

11. Be sure to **finish all exposed wood surfaces on your windows and doors**, including both faces and all four edges (top, bottom and both sides).

12. For wood exterior product, the finish must also be applied to the edges of the brick mould and sill nose (exterior trim) prior to the application of exterior siding or stucco.

Finishing

The following are specific instructions pertaining to common finish applications:

Finishing the interior

• Stain Finish

The use of a high quality pre-stain wood conditioner prior to staining the interior or exterior of your windows or doors is strongly recommended. Using a pre-stain wood conditioner helps to ensure even stain coverage, penetration and consistency. Prior to staining, apply the conditioner in the direction of the wood grain, in accordance with the manufacturer's instructions.

Use a high quality stain and apply in accordance with the manufacturer's instructions. Follow this with at least two coats of a high quality clear coat to ensure a proper seal. Follow the manufacturer's instructions for drying time and sanding between coats.

It may be possible for stain to seep unevenly between the glass and the back side of the wood glazing bead. Small voids or gaps can occur due to inherent variation in the glass or wood bead surfaces. If stain is applied heavily, it may accumulate in and about the joint between the glass and the wood bead. This can be unsightly when viewed from the exterior side of the window, especially if a dark stain is applied. Similar visual issues may apply to the staining of interior simulite bar. Care should be taken to minimize this possibility. In these areas, apply stain in several lighter coats, possibly using a brush rather than applying heavily with a spray or rag.

• Paint Finish

Apply two coats of high quality paint and lap your finish coat onto the glass 1/16".

• Natural finish

Apply a minimum of two coats of a high quality, clear coat finish. Follow the manufacturer's instructions for drying time and sanding between coats.

✔ **Note:** Stains and oil stains alone are not a complete finish. Any type of stain must be followed by at least two coats of a high quality clear coat.

Finishing the exterior

The following instructions refer to all-wood windows and doors only.

• Stain Finish

The use of a high quality pre-stain wood conditioner prior to staining the exterior of your windows and doors is strongly recommended. Using a pre-stain wood conditioner helps to ensure even stain coverage, penetration and improves stain consistency. Prior to stain application, apply the pre-stain wood conditioner according to the manufacturer's instructions, in the direction of the wood grain.

Use a high quality stain and apply according to the manufacturer's instructions and drying time. Follow with at least two coats of a high quality, exterior grade clear coat to ensure a good seal. Follow the manufacturer's instructions for drying time and sanding between coats.

• Paint Finish

Although a base primer is factory applied on the wood exterior of your Sierra Pacific product, a second coat of primer should be applied on all exterior surfaces. Pay particular attention to the sill area, specifically to the underside of the sill where moisture tends to congregate, and to all edges of the brick mould and sill nose (exterior trim).

The finish coats should be of high quality 100% acrylic latex (exterior grade) semi-gloss house and trim enamel. The 100% acrylic latex recommended should have a PVC (pigment volume concentration) of no more than 50%. Flat latex is not acceptable nor is a PVA (poly vinyl acetate) latex.

Apply a minimum of two coats according to the paint manufacturer's instructions. Lap the finish coat onto the glass 1/16" to protect the seal between the glass and the wood. Paint must also be applied to the edges of the brick mould and sill nose (exterior trim) prior to the application of exterior siding or stucco.

• Natural Finish

Apply a minimum of two coats of a high quality exterior grade, clear-coat finish. Follow the manufacturer's instructions on drying time and sanding between coats.

Operating your Sierra Pacific Windows and Doors

French Swing Doors

A multi-point locking system is a standard feature supplied on all Sierra Pacific French doors. This locking system provides an excellent weather seal and exceptional security.

To unlock and open the door from the interior, rotate the thumb turn to the vertical (unlocked) position, disengaging the deadbolt. Grasp the lever handle and push down. This will retract the shoot bolts at the top and bottom of the door panel, thereby disengaging the lock.

To lock the door, close the panel completely and lift up on the lever. This will engage the multi-point lock. Then rotate the thumb-turn to the horizontal (locked) position to engage the deadbolt. With the deadbolt engaged, the multi-point lock system cannot be disengaged.

turn handle down -- disengage shoot bolts to unlock

turn handle up -- engage shoot bolts to lock

thumbturn horizontal -- locked

thumbturn vertical -- unlocked

✔ **Note**: The multi-point lock system and deadbolt must be completely deployed for the door to lock. Keep the multi-point system engaged whenever possible to help keep the door panels flat and maintain a consistent weather seal.

On double doors with two operating panels, one or both panels can be unlocked and locked following the same procedure. The active (primary) panel, however, must be opened or closed prior to operating the inactive (secondary) panel.

A keyed lock option is available so the door can be locked and unlocked from the exterior.

The multipoint lock mechanism includes a mishandling device. It is located just above the deadbolt on the edge of the door panel. When the door is in the closed position, the mishandling device is depressed and allows the upper and lower shoot bolts to be engaged. When the door is open, the device prevents the shoot bolts from being extended. If the shoot bolts were to be inadvertently extended while the door is open, they could cause damage to the head and sill when closing the door.

To prepare the mishandling device for use, first remove the tape label that is covering the device. Next, dislodge the clip that is holding the mishandling device in place. Remove the clip.

Label (remove)

Dislodge clip

Remove clip

Patio Sliding Doors

Sierra Pacific patio sliding doors are also manufactured with a multi-point lock. To open the sliding door, rotate the thumb turn to the vertical (unlocked) position and slide the panel open. To lock the door, slide the panel closed against the strike plate on the locking side jamb and rotate the thumb turn to the horizontal (locked) position.

✔ **Note**: The locking mechanism and the strike plate must align for the lock to engage properly.

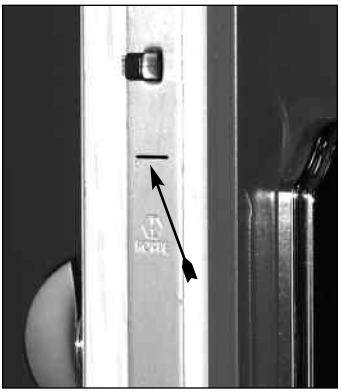
If the door will not lock or is difficult to lock, adjustment of the panel or the strike plate may be necessary.

The height of the operating panel can be adjusted by accessing the height adjustment screw on each roller. To access the screws, remove the caps from both holes at the bottom of the panel on the interior side. Adjust the rollers as needed to ensure a proper fit between the panel and frame.

The strike plate, on the lock side frame jamb, can be adjusted by slightly loosening the screws in the slotted holes in the base plate. Adjust the strike plate up or down to align with the lock mechanism in the door panel.

Use the scribe marks on the lock and strike plate to ensure proper alignment.

strike plate alignment scribe



lock alignment scribe

Four panel patio sliding doors: Four panel doors have two center operating panels. These doors have the locking mechanism in the active (primary) panel and the strike plate on the inactive (secondary) panel.

If the door will not lock or is difficult to lock, adjustment of the panels or strike plate may be necessary. The inactive (secondary) panel is equipped with a manual flush bolt at the top lock side edge of the panel and a foot-operated lock on the opposite edge, near the bottom of the panel.

✔ **Note**: The foot-operated lock is shipped separately and should be applied after installation and panel adjustment.

Keep the manual flush bolt and the foot-operated lock engaged when the inactive (secondary) panel is closed and not in use.

A keyed lock option is available so that the door may be locked and unlocked from the exterior.

An optional rolling screen is available for the patio sliding door. The screen can be adjusted using the adjustment screws located at the top and bottom of both sides. Adjust the screen to the desired height making sure the screen is level and square with the door frame. A screen strike is to be applied to the door frame. The lock on the screen must align with this strike for the lock to engage.

Casement, French Casement and Awning Windows

To open a casement or awning window, begin by lifting the sash lock lever up (casement windows 40 inches and taller and awning windows 18 inches and taller each have two locks). Rotate the crank handle to open the sash outward. To close and lock, crank the sash closed and pull the lock lever down. Keep your casement and awning windows locked whenever possible to prevent the sash from warping and to maintain a consistent seal. Both locks must be engaged to keep the sash from bowing and to keep the window secure.

The hardware on Sierra Pacific operating casement windows allows for washing of the exterior of the glass from the inside. With the window fully open, reach between the frame and the sash to access the exterior face of the glass.

Do not remove the window sash to clean the glass.

✔ **Note**: Casement windows with special egress hardware or butt hinges will require washing from the exterior.

The French casement window has a multi-point lock system that operates via a single lever at the sill. Rotating the handle 180º simultaneously disengages all of the locking points. The active (primary) sash can then be cranked open by the same rotary type operator that is used on the standard casement. A second operator controls the secondary (inactive) sash. To lock the French casement, close the secondary sash completely and then close the primary sash. With both sashes closed, rotate the lock handle 180º and engage the lock system.

Awning windows are designed to open only a few inches. To clean the glass on the exterior, unhook the operator arms from the sash bracket. The sash can then be pushed to a 90° angle and you can reach through to clean the exterior of the glass.

Caution: While the sash is detached from the operator arms, do not let go of the sash. The sash could close abruptly or be caught by the wind, causing damage or injury. Large sash can be heavy and awkward. Block the sash open or enlist the help of another person to hold the sash in place while cleaning. DO NOT LEAN ON OR OVER THE SASH while open for cleaning. The window sash and hinges are not designed to support the weight of a person. Leaning on or over the sash when the sash is detached from the operator arms and/or when cleaning, could lead to a fall, resulting in serious injury or death.

Screens

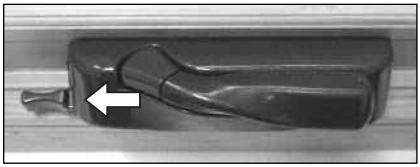
To remove the insect screen, push down on the bottom screen frame rail (compressing the spring) and pull toward you on the screen tabs at the top rail of the aluminum screen frame. To reinstall, set the screen into the screen channel on the sill cover and push down on the bottom screen rail. With the bottom rail pressed down move the top screen rail into the screen channel in the head cover.

Caution: Window screens are designed for insect control only. The screen will not stop a person or child from falling out of a window. Please keep children away from open windows.

Aspen Casement and Awning

Aspen casement and awning windows use the same operators and hinges that are used in the standard casements and awnings. The difference between them is the locking mechanism. The Aspen lock is hidden in the sash and frame. When the window is closed, there are no locks visible. A single lever, located beneath the operator, engages or disengages the locks. Casements over 36” in height will have two or three locks. Awnings over 42” in height will have two locks per side frame jamb.

The locking lever for an Aspen window has a slight bend at its end. This makes it easy to determine if the lock is or is not engaged when the sash is closed. The lever is reversible so it will work with a left handed or right handed casement window.



Lever in locked position

Lever in unlocked position

Sedona Casement and Awning

Sedona casements and awnings are push-out style windows. Surface-mount cam locks are mounted to the interior face of the sash. They engage with the lock keepers that are surface mounted to the frame. Turn the lock handles 90° and they will disengage from the keepers. Once unlocked, simply push the sash open. To close, pull the sash shut by using the lock handles. Once closed, engage the locks.

The wood-framed screens of the Sedona casement and awning are hinged off the inside of the window frame. Bullet catches on the side and bottom edges of the screen serve to hold the screen in place when not open.

Removing the sash: The sash in a casement or awning window can be heavy and awkward to handle. Two or more people may be required to remove the sash from the frame. Removing a sash from the frame should only be attempted by persons familiar with these windows. For further instruction, contact your Sierra Pacific Windows representative or Regional Service Center.

Double Hung Windows

To open a double hung window, unlock by turning the sash lock lever 180º (windows 40 inches and wider will have two locks). Make sure the lock is turned completely to the open position to avoid damage to the lock and / or the window. Then slide either the upper or lower sash open. To lock a double hung window, slide the top and bottom sash closed and turn the lock lever. Make sure both sash are completely closed before the lock is engaged to avoid damage to the lock and sash. Locking the window holds the sash firmly against the weather-strip, creating a weather-tight seal and keeping the window secure. On single hung units, only the lower sash is operable.

The Sierra Pacific Carmel Double Hung window features sash tilt hardware to provide for easy glass cleaning from the inside. To tilt the lower sash, begin by unlocking the window and raising the lower sash approximately 4 – 5 inches. Pull and hold the sash tilt clips toward the lock and tilt the lower sash in toward you. Rest the sash against your body or a padded surface while you clean the glass. The upper sash can be tilted by following the same procedure.

Caution: Support tilted sash at all times or it will fall. Tilting the sash more than 90° could damage the jamb liners.

✔ **Note**: The upper sash cannot tilt without first tilting the lower sash.

The lower sash must be supported while you tilt the upper sash. After cleaning the upper sash, retract the sash clips, tilt the sash back up into position and release the clips back into the jamb liner. Follow the same procedure for the lower sash; slide both sash closed and lock the window.

Caution: Make sure the tilt latches are seated fully into the jamb liner before releasing the sash. Once seated, gently pull on the top of the sash to be sure the latches are fully engaged. Failure to do so could allow the sash to fall!

Screens

Removal of a full screen on the Carmel Double Hung window: Find the spring pins located about 4 inches from the top and bottom on each side of the screen. Open the top and bottom sash enough to gain access to the pins. Pull back both spring pins on one side of the screen and push the screen out far enough to clear the frame. Next, pull the other side of the screen away from the frame. Turn the screen and carefully pull the screen inside. To reinstall the screen, reverse the procedure.

Horizontal Sliding Windows

To open a sliding horizontal window, unlock the sash lock by turning the lever 180º (windows 40 inches and taller will have two locks). Make sure the lock is completely open to avoid damage to the lock and window. Then slide the sash open. To lock the sliding window, slide the sash closed and turn the lock lever. Make sure the sash is completely closed before the lock lever is turned to avoid damage to the lock or sash.

To remove the operating sash from the frame, begin by removing the interior head stop (1). Pull gently to disengage from the kerf fastener. Next, remove the screws from the frame head track. Note that the track consists of two pieces. Slide the window open and remove the screws from the operable side first (2 and 3). Remove the head track sections (4 and 5). Remember the side from which each track piece was removed. It is important that each is returned to the same location. Remove the sash by firmly grasping each side and tilting the top end to the interior (6 and 7). Once the top clears the frame, carefully lift the sash off the sill track and set it down gently.

Caution: When removing sash, two or more people may be required depending on the window location and / or sash weight. Large sash and certain glazing can be particularly heavy and awkward. Please use extreme caution!

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To install the operable sash, reverse the removal procedure. When setting the sash, make sure the bottom rollers are on the track and rolling freely. Once the head track and interior head stop are replaced, close and lock the window.

Screens

To remove the screen, begin by sliding the sash to the fully open position. Find the spring pins located four inches from the bottom and top on each side of the screen. Pull back both spring pins on one side of the screen and push the screen out far enough to clear the frame. Then, pull the other side of the screen away from the frame. Rotate the screen slightly and carefully pull it inside through the open window. To reinstall the screen, reverse the procedure.

Genius Screens

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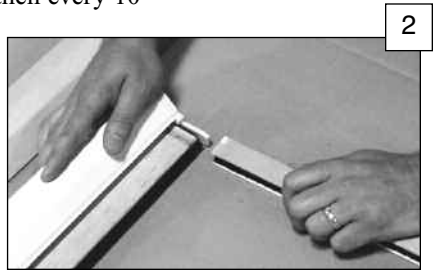
Genius screens are available for certain casement and double hung windows. These screens are easily attached once the window has been installed.

The screen assembly consists of four main components, the screen cassette, two side rails and a cassette cover (1). All components have been specially fabricated to fit a specific window. After laying all the components on a table, attach a rail by inserting one end onto one of the tabs at either end of the cassette (2 and 3). Repeat for the second rail. Once assembled, carefully lift and place the screen assembly into place on the interior face of the window (4 and 5). Screw the rails into place (6). The supplied screws should be applied approximately 2-3 inches from each end and then every 10-12 inches thereafter. Once properly anchored, snap the cassette cover into place over the interior face of the screen cassette (7). Pull the screen rail down into the closed position (8). The rail should click into place. To raise the screen, press at the top of the bottom rail (9) to disengage the screen from the side rails.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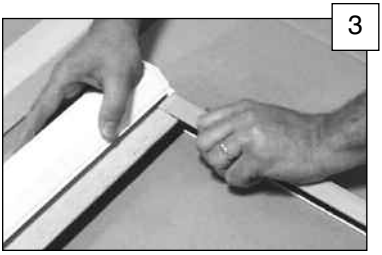
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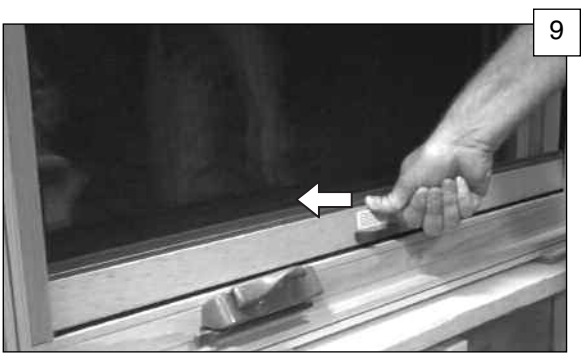
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Cleaning and Maintaining the Exterior Finish of All-Wood Windows and Doors

To clean the exterior of your all-wood windows and doors, follow the paint manufacturer's recommendations. Do not use abrasive or caustic cleaners or solvents.

Important: Do not use high-pressure nozzles or power washers on your windows and doors. High-pressure nozzles and power washers can damage the finish, the watertight glass seal and the weather-stripping.

The condition of the exterior finish on all-wood exterior windows and doors should be carefully inspected at least twice a year. If the windows or doors are in a seacoast location, have been painted a dark color, or are directly exposed to sunlight, inspect more frequently, as dictated by environment and exposure.

It is critical that the finish on your all-wood exterior windows and doors be maintained to protect the wood and the glass seal. Check your exterior finish for cracking, chipping or peeling. These conditions can lead to deterioration of the wood and premature failure of your Sierra Pacific windows or doors.

Important: Deterioration that occurs as a result of improper or insufficient maintenance is not covered by your Sierra Pacific Windows warranty.

Refinish as often as necessary to preserve the protective quality of the finish. Windows and doors installed near a seacoast will require more frequent inspection and maintenance. Such exposure can reduce the life expectancy of window and door units if not properly maintained.

It is extremely important that the sealant/caulking remains intact and in good condition at all times. Pay particular attention to the glass seal, caulking at the lower corners of windows and joints between windows in mulled combinations (a grouping of windows). The sealant material should not be cracked, broken or missing. These conditions can cause premature failure of the window and doors. Inspect the sealant/caulking around the perimeter of your windows and doors where the frames meet the siding. This sealant/caulking forms a watertight seal between the window/door frame and the exterior siding to keep wind and water from penetrating into the walls. Sealant with any sign of deterioration must be replaced.

Cleaning and Maintaining the Exterior Finish of Aluminum Clad Windows and Doors

The coated finish of your aluminum clad windows and doors is designed to provide durable beauty and protection for many years with minimal cleaning and maintenance. It provides an effective shield from the exterior elements.

Important: Do not us high-pressure nozzles or power washers on your windows and doors. High-pressure nozzles and power washers can damage the finish, the watertight glass seal and the weather-stripping.

Cleaning should be performed regularly, at least twice per year. If your home is located in a more extreme environment, including coastal (salt spray) or a caustic (chemical) environment, cleaning should be performed at least four times per year.

The required cleaning and maintenance procedures should include:

- Use clean water with mild soap or slight amounts of mild alkaline detergents to clean the aluminum clad surfaces.
- Do not use abrasive or caustic cleaners, scraping tools or cleaning pads as these can damage the finish and watertight glass seal.
- A cleaning effect may be enhanced by rubbing with a clean, soft non-scratching cloth with modest pressure.
- Make sure that the temperature of the aluminum clad surface does not exceed 80° F prior to cleaning.
- To remove grease or oily substances, use isopropyl alcohol.
- Do not allow any cleaning solution to remain on the coated surface for more than one (1) hour.
- After cleaning, rinse the surface of the aluminum clad with clean, cool water.
- Chips and scratches must be repaired immediately. Do not leave exposed to the elements. In the event that the coated aluminum surface does get scratched or chipped, touch-up paint is available.

✔ **Note**: Failure to follow these cleaning and maintenance instructions may void the warranty.

Cleaning and Maintaining Your French Swing Doors

The sill on an inswing French door may require occasional cleaning. Keep the weep (water) channel in the sill free of any dirt or debris. The weep channel is located directly under the sill weather-strip. The weep channel in the sill comes with a factory installed reticulated foam filter. This filter is to remain in the weep channel during the construction process. It catches heavy dirt and debris that could block the weep system. Once construction is complete, the filter should be removed. After that, occasional cleaning should be sufficient.

weep hole

reticulated foam

Important: If the reticulated foam filter becomes clogged during the construction process, water could be forced to the interior of your home. Clean and reinstall the filter as needed. In addition, make sure that the weep holes do not become blocked. Blocked weep holes could also force water to the interior.

The sill of the outswing French door does not have a weep system, but it will require occasional cleaning. Keep dirt and debris cleaned out from under the sill weather-strip and from between the weather-strip and the oak threshold. If dirt and debris collect in these areas, it may interfere with the seal.

Cleaning and Maintaining Your Patio Sliding Doors

To keep your patio sliding door operating smoothly, check the door track frequently to make sure it is free of dirt and debris. The rollers located on the bottom of the door panel and the keeper/strike plate are both adjustable. Please refer to the operating section for adjustment instructions.

Your screen door may also require adjustment over time. Refer to the operating section for detailed instructions. Make sure the screen track is free of dirt and debris to keep the screen operating smoothly. A vacuum cleaner with a brush attachment is sufficient to clean the tracks and screen. A mixture of mild soap and water can be used when necessary. Do not use abrasive cleaners as they may damage the surface.

Cleaning and Maintaining Your Casement and Awning Windows

To keep your casement and awning windows operating smoothly, keep the hinge tracks free of dirt and debris. A small brush or a vacuum cleaner with a brush attachment is helpful. The tracks are located at the top and bottom of the casement fame and on both sides of the awning frame. Inspect and clean the tracks at least twice per year to avoid unnecessary wear due to buildup of dirt and debris. Lubricate the tracks and moving hardware periodically with a dry silicone spray. Do not over lubricate or use petroleum-based lubricants, as they may collect dust.

You can remove the operating crank handle on your window by loosening the setscrew located at the base of the crank handle. It is important to keep the setscrew tight. Using a crank handle with a loose setscrew will cause the crank and operator stud to wear.

Cleaning and Maintaining Your Double Hung Windows

To keep your double hung windows operating smoothly, keep the vinyl jamb liners on the sides of the window frame clean. Mild soap and water or denatured alcohol is sufficient for cleaning the vinyl surface. Do not use abrasive cleaners as they may scratch the vinyl surface. Lubricate the jamb liners periodically using a thin coat of dry silicone spray. Do not over lubricate or use petroleum-based lubricants as they may collect dust. Inspect the head and sill areas for dirt and debris that could interfere with the weather seal.

Cleaning and Maintaining Your Horizontal Sliding Windows

To keep your sliding windows operating smoothly, keep the sill and head tracks clean. A soft brush or vacuum cleaner with a brush attachment is helpful. Mild soap and water can be used for cleaning the vinyl surfaces if necessary. Lubricate the tracks periodically using a thin coat of dry silicone spray. Do not over lubricate or use petroleum-based lubricants as they may collect dust. Check to assure that the weather-strip around the operable sash is clean and is sealing evenly.

Cleaning and Maintaining Your Direct Glaze Geometric & Radius Shape Windows

All Sierra Pacific direct glaze geometric and radius shape windows are non-operational and require minimal maintenance. Clean the glass as needed, and maintain the interior and exterior surfaces on the same schedule as your other windows and doors.

Maintaining the Interior Finish of Your Windows and Doors

Inspect the interior of your windows and doors at least twice per year to assure that the finish is in good condition. Ultraviolet (UV) rays from the sun and persistent condensation can cause the finish to deteriorate and may result in fading or discoloration of the wood. Deterioration of the finish will allow the wood to absorb moisture, leading to deterioration of the wood.

Inspect the finish on the oak threshold of your doors for traffic wear and water damage. More frequent inspection of your oak thresholds may be necessary depending on foot traffic and weather.

Cleaning Brass Hardware

While the brass hardware on your Sierra Pacific door has a protective coating, eventually it will show signs of wear or tarnishing. The rate at which tarnish occurs will depend upon the environmental conditions and daily wear. If your home is exposed to a coastal (salt spray) environment or is in an area with high levels of industrial or automotive pollutants, more frequent cleaning may be necessary.

Routine cleaning of brass hardware with a soft cloth and a mild soap solution can help to preserve its life and appearance.

Cleaning Glass

The glass in your Sierra Pacific window or door may be cleaned with a variety of mild cleaning solutions, including commercially available household glass cleaners or a mixture of 90% water and 10% vinegar. After cleaning, rinse completely with clean water, then wipe dry with a soft cloth to avoid water spots.

Important: Do not use a razor blade, putty knife, or abrasive pad to clean the glass. Doing so could leave permanent scratches or marks on your glass. Never use any petroleum based cleaners or caustic chemicals on your glass. Doing so may damage the glass surface, the glazing seal or other component parts.

To remove stubborn materials such as grease, pitch or sealant, use denatured alcohol sparingly. Then rinse with clean water or a water/vinegar mixture. Do not let cleaning solution run onto finished surfaces, weather-strip or hardware. If this happens, remove immediately with a clean damp cloth.

Cleaning Screens

Window and door screens may collect dust and debris over time and should be cleaned regularly. The frequency of cleaning will depend upon your environment.

To clean the screen, first remove it from the window or door. Use a vacuum cleaner with a brush attachment to remove loose dust and dirt. If needed, wash the screen with mild soap and water and a soft brush. Do not use excessive force when cleaning. You might damage the screen cloth.

Caution: Screens are designed to keep insects out. They will not restrain children or pets. Falling from an opening could result in serious injury or death.

Condensation

Condensation occurs when warm, moisture-laden air comes in contact with a cold surface. The cold surface causes the moisture in the air to condense upon it. This occurrence typically becomes most noticeable during the autumn and winter months as outside temperatures become cold. Moisture will appear on the relatively cooler surfaces inside the home, including, but not limited to, window and door glass. While it is not a sign of a window or door leak, condensation can be a real problem.

Persistent condensation on your windows and doors is an indication of excessive moisture in the home. Excessive moisture can lead to physical damage to the interior of your home, including the windows and doors. It may also lead to the growth of mold and mildew.

A variety of factors can contribute to moisture levels in a home:

- Closing up the house after a humid summer can trap absorbed moisture inside. This moisture will dry out after the first few weeks of the heating season.

- Building materials used in new construction, such as lumber, paint and plaster release moisture as they dry. They raise the humidity level temporarily, which becomes noticeable the first time the heat is turned on. New building materials will dry and are not usually a factor after the first heating season.

- Steps to increase the air-tightness of your home almost always raise humidity levels because of reduced air exchange between indoors and outdoors.

- Extreme drops in outside temperature can cause temporary condensation problems.

- Washing and drying clothes, cooking, and bathing add to humidity levels.

- Plants and flowers require water and release moisture.

- Curtains and drapes can block airflow near windows and doors. Adequate airflow helps remove moisture from glass surfaces.

- Attics and crawl spaces that are not vented will allow humidity to invade the home.

Controlling condensation is a matter of reducing the moisture inside your home. The most effective way to reduce condensation is to provide adequate ventilation so that humid air can be exchanged for drier outside air. Using exhaust fans when cooking or bathing and allowing fresh air into your home will help reduce moisture levels.

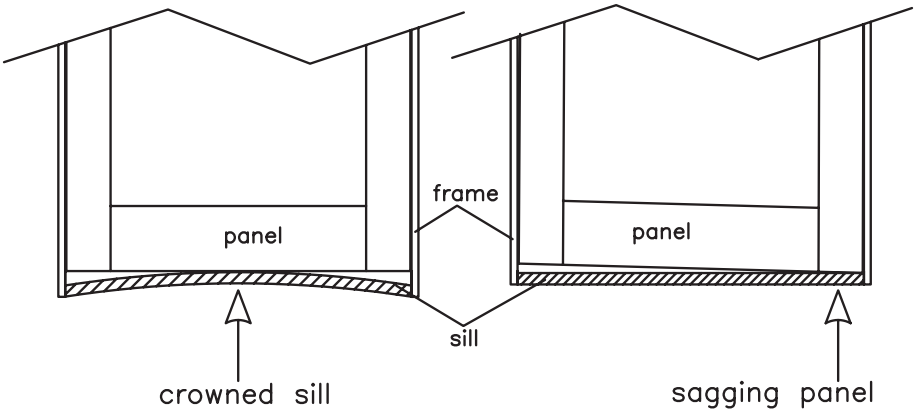
For additional information on controlling condensation, check the website of the Window and Door Manufacturers Association at www.wdma.com.

Troubleshooting Inswing and Outswing French Doors

• Door is dragging on sill or reveal around door is unequal

If the door panel is dragging on the sill during operation or the reveal between the frame and the panel is not equal, check that the unit has been installed correctly. Proper installation is critical to the operation and long-term performance of your doors. Is the frame square and plumb? Is the sill flat and level? Has the unit been shimmed correctly and has one 3" screw (provided) been applied in each hinge?

If the frame is not square, one corner of the panel will hang lower than the other, causing it to drag on the sill and causing the reveals to be uneven. If the sill is crowned in the middle, there may not be enough clearance for the panel to pass over the sill and the panel may drag. Panel drag may be caused by improper anchoring of the panel to the frame. The door must be shimmed and a 3" screw applied in each hinge to properly anchor the panel. Without proper anchoring, the panel can sag, causing it to drag on the sill. This can also affect the hardware operation.



• Door does not lock properly

Sierra Pacific swing doors feature a multi-point locking system. Refer to the French Swing Door locking instructions in the "Operating Your Sierra Pacific Windows and Doors" section of this manual.

To lock the door, close the panel completely. To engage the lock mechanism, pull up on the lever to deploy the shoot bolt locks at the top and bottom of the panel. The multi-point locking system must be completely engaged for the door to lock. Next, rotate the thumb turn to the horizontal (locked) position. If the thumb turn

will rotate only part way, the multi-point locking system has not completely engaged. Check the shoot bolt cup/ clip in the sill for debris that may be stopping the multi-point system from fully extending. If the shoot bolt cup/ clip is clean, check that the door has been properly installed. Ensure that it is square and plumb and that it is in proper alignment with the multi-point locking system.

Troubleshooting Patio Sliding Doors

• Rough operation

If the door does not operate smoothly, check that the track is free of dirt and debris. As required, clean the track with a soft brush or a vacuum cleaner with a brush attachment. Lubricate the track with a dry silicone spray, if needed. If this does not correct the operation, the panel may need adjustment. It could be dragging on the sill or binding at the head jamb. To adjust the door panel height, first remove the plastic plugs from the bottom rail of the operating panel. Using a Phillips or flat blade screwdriver, adjust the rollers to raise or lower the panel as necessary. Adjust the rollers evenly so the panel remains level and square to the frame side jamb. For a four-panel door with two operable panels, adjust each set of rollers equally so the panels remain level and square with each other. When adjustment is complete, replace the plastic plugs. Check that the unit has been installed correctly. Proper installation is critical to the operation and long-term performance of your doors. Is the frame square? Is the threshold crowned? If the frame is not square and plumb, the panel will not fit properly.

• Door does not lock properly

If the door will not lock or is hard to lock, the panel or the strike plate may need adjustment. The lock on the panel must align with the strike plate on the side jamb or the door will not lock. If alignment is the problem, adjust the operable door panel up or down as needed or adjust the strike plate height. The strike plate can be adjusted by loosening the screws and moving it up or down as needed. Once adjusted, retighten the screws. The panel must be completely closed and the panel must be square with the side jamb for the door to lock.

Troubleshooting Casement and Awning Windows

• Sash does not open

If the sash does not open, check that the sash locks have been completely disengaged (lever up). Rotate the crank handle and lightly push against the sash near the locks until the sash opens. Check for paint or stain on the weather-strip that could cause the sash to stick.

• Sash does not operate smoothly

If the sash is not operating smoothly, check that the hinge tracks on the top and bottom of the frame (on the sides on awning units) are clean. A build-up of dirt and debris in the tracks may affect the operation. Clean the tracks using a vacuum with a brush attachment or mild soapy water and a brush. Apply a dry silicone spray to the hardware for additional lubrication, if needed.

• Sash drags on sill when opening and closing

If the sash drags on the sill, check that all sash parts have been properly sealed and finished. Contact with moisture will cause unfinished wood to swell and may cause deterioration. Has the window been installed correctly? Is the frame square and is the sill flat? Is the reveal between the sash and frame even? If the reveals are uneven, the frame may not be installed square. This could allow the sash to rub on the frame when being opened or closed.

• Crank handle comes off

Check the setscrew at the base of the handle and make sure it is tight. Using a crank with a loose setscrew may cause excessive wear of the crank handle and the operator stud.

• Does not open (Aspen)

Check to make sure that lock lever is in the full unlocked position.

• Lock lever comes off (Aspen)

Lock lever was not attached correctly. Slide lever onto lock housing connection. The lever is designed to snap into place when properly seated.

• Window will not lock properly (Aspen)

Are the sash and frame out of alignment? Was the window installed properly? If the side jambs are bowed in or out or the window is out of square, the installation needs to be corrected.

Troubleshooting Double Hung Windows

• Sash does not open

If the sash does not open, check that the sash lock(s) have been completely disengaged.

• Sash is hard to operate

If the sash is operating hard, check that the jamb liners are clean of dirt and debris. A dry silicone spray can be used for lubricating the vinyl jamb liners. Check that the sash pivot pins are seated correctly in the balance clutch within the jamb liner, especially after tilting the sash. Have the side jambs been over shimmed? Check that the frame width is consistent at the top, middle and bottom. The jamb jacks may need to be adjusted. The jamb jacks are located behind the dust plug on each side jamb.

• Sash sags or will not stay up

If the top sash sags after being closed or the bottom sash will not stay up, check the installation. Is the frame square and is the sill flat? Has the unit been properly shimmed at the sides? Check that the frame width is consistent at the top, middle and bottom. The jamb jacks may need to be adjusted.

• Sash is hard to lock

Have both sash been closed completely before locking? Is the unit installed correctly? Is the frame square and is the sill flat? If the sill is crowned, it will not allow the sash to close completely and will also affect the weather seal. The same is true if the frame is not square. Check that the frame width is the same at the top, middle and bottom. The jamb jacks may need to be adjusted.

Troubleshooting Horizontal Sliding Windows

• Sash does not open

If the sash does not open, check to make sure the sash locks have been completely disengaged. Check that the sill track is clear of anything that might stop the sash from opening.

• Sash is hard to operate

If the sash is not operating smoothly, check to make sure the sill track is clean of dirt and debris. Are the sash rollers turning freely? A dry silicone spray can be used to lubricate the vinyl track. Check that the sash is seated correctly on the track. Has the unit been installed correctly? Is the frame square and is the sill flat? If the sill is crowned the sash may bind. Has the frame been tightly shimmed, not allowing the sash to move freely?

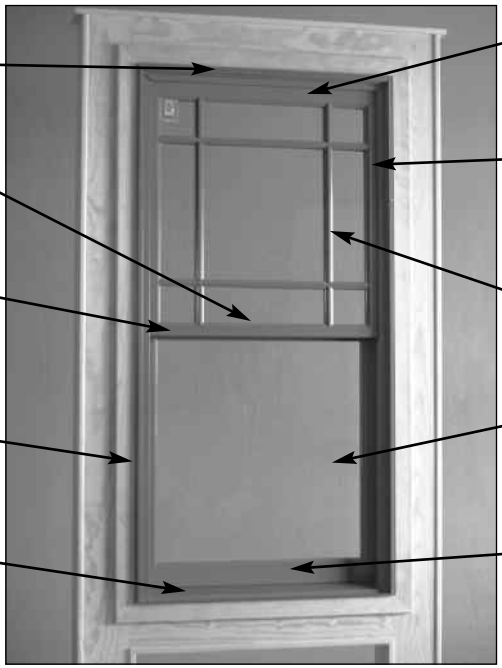
Additional Assistance

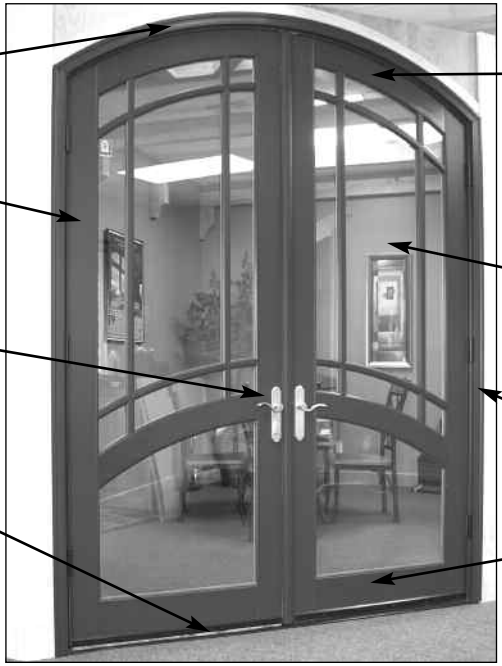
Should you have any questions regarding service related issues following these inspections and adjustments, please contact your local Sierra Pacific Regional Service Center at

800-824-7744

Please read the important information in this manual.
Failure to follow procedures will void the warranty, written or implied.

Basic Window and Door Components





Sierra Pacific Windows
Limited Warranty

Insulated Glass - 30 Year Limited Warranty

This Limited Warranty is effective for Sierra Pacific Window and Door Products manufactured on or after April 1, 2014 and installed in the United States and Canada, subject to the stated conditions and limitations. It is transferable. Any previous warranties will continue to apply to products manufactured by Sierra Pacific Windows prior to this date. For additional information, including care and maintenance instructions, installation instructions and previous warranties, refer to www.sierrapacificwindows.com or contact your local Sierra Pacific Windows Service Center at 1-800-824-7744.

Insulated Glass - 20 Year Limited Warranty
Sierra Pacific Windows (SPW), as manufacturer, warrants the insulated glass supplied in its window and door products against failure of the air seal due to defects in materials or workmanship for a period of twenty (20) years from the date of manufacture. This warranty does not include cracked or broken glass or damage to the product resulting from accident, abusive handling, misuse, or shattering due to heat buildup. This warranty does not include any insulated units that exceed fifty (50) square feet in overall size. Should there be a failure of the air seal within the first twenty (20) years of the warranty period, SPW will deliver to the original point of purchase, a replacement of insulated glass or sash glazed with insulated glass or will refund the purchase price, at SPW's discretion.

Labor: For two (2) years from the date of manufacture, SPW will provide the labor to replace the defective insulated glass at no charge or will refund the purchase price, at SPW's discretion. SPW shall not be responsible for repainting, refinishing or similar activities involved in the replacement of glass.
SPW will not be responsible for any labor costs for the remainder of the warranty period: years three (3) through twenty (20).

No warranty is provided on insulated glass units manufactured without capillary tubes and installed at altitudes above 4000 feet. The altitude limit for units with argon gas is 3500 feet. For similarly constructed triple glaze insulated glass units, no warranty is provided for installations at altitudes above 2200 feet.

Argon: The migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect. Argon gas within an insulated glass unit will dissipate over time. The conditions of exposure and manner of use of the window or door product will affect the rate of dissipation. Therefore, SPW makes no warranty as to the amount or percentage of argon remaining in the insulated glass unit at any time after manufacture.

Laminated Glass: Laminated glass is warranted against delamination, premature failure of the glass, or extensive permanent obstruction of vision due to seal failure for a period of five (5) years from the date of manufacture.

Wood Components, Hardware, Weatherstrip and Screens – 10 Year Limited Warranty

SPW, as manufacturer, warrants for a period of ten (10) years from the date of manufacture, that the wood components, hardware, weatherstrip and standard screens which accompany its products (the "Components") will be free from defects in workmanship or materials which might unreasonably affect the product's normal functioning. Specialty screens will be warranted for one (1) year. During the ten (10) year warranty coverage period, SPW will repair or replace any Components that are defective as to workmanship or materials at no charge, or will refund the purchase price, at SPW's discretion. SPW shall not be responsible for repainting, refinishing or similar activities connected with the repair or replacement of any Component.

Labor: For two (2) years from the date of manufacture, SPW will provide the labor to repair or replace any Components that are defective as to workmanship or materials at no charge, or will refund the purchase price, at SPW's discretion. SPW shall not be responsible for repainting, refinishing or similar activities connected with the repair or replacement of any Component.
SPW will not be responsible for any labor costs for the remainder of the warranty period: years three (3) through ten (10).

This warranty shall be null and void if the customer fails to properly finish, care for and protect all wood Components against moisture and excessive dryness and ensure that all surfaces, interior and exterior, top and bottom, are thoroughly painted, varnished or sealed by accepted industry finishing standards. This warranty shall not apply to any weatherstrip, vinyl or plastic Components to which any paint, varnish or stain has been applied.

Metal Clad - 30 Year Limited Residential Warranty for SPW Products with AAMA 2605 Powder Coated Finishes

For Thirty (30) years from the date of manufacture, SPW will provide a limited warranty on the coating on the metal cladding against cracking or checking when viewed from a distance of ten (10) feet. This warranty excludes minute fracturing or surface mars that may occur during proper fabrication procedures.
For Twenty-five (25) years from the date of manufacture, SPW will provide a limited warranty against color change of more than seven (7) Delta E units in accordance with ASTM D 2244.
For Twenty (20) years from the date of manufacture, SPW will provide a limited warranty on the coating on the metal cladding against color change of more than five (5) Delta E units in accordance with ASTM D 2244; against chalking in excess of a number eight (8) rating based on ASTM D 4214; and against adhesion loss

(peeling) that significantly adversely affects the appearance of the surface to which the coating is applied when viewed from a distance of ten (10) feet from the product.

During the thirty (30) year warranty coverage period, SPW will repair or replace the defective metal cladding, or will refund the purchase price, at SPW's discretion. On any replacement parts where new wood is a component, SPW shall not be responsible for repainting, refinishing or similar activities connected with such replacement.

Labor: For two (2) years from the date of manufacture, SPW will provide the labor to repair or replace the defective metal cladding at no charge, or will refund the purchase price, at SPW's discretion. On any replacement parts where new wood is a component, SPW shall not be responsible for repainting, refinishing or similar activities connected with such replacement.
SPW will not be responsible for any labor costs for the remainder of the warranty period: years three (3) through thirty (30).
This warranty provides full coverage for fluoropolymer powder performance for the first twenty (20) years from date of manufacture. For the succeeding ten (10) years, SPW's responsibility for corrective action due to fluoropolymer powder failure will be: years 21 through 24 – 60%; years 25 through 27 - 25%; years 28 through 30 – 5%.

Metal Clad - 20/10 Year Limited Commercial Warranty for SPW Products with AAMA 2605 Powder Coated Finishes
For Twenty (20) years under normal conditions and for Ten (10) years in extreme conditions (provided warranty maintenance requirements are followed) from the date of manufacture, SPW will provide a limited warranty on the coating on the metal cladding against cracking or checking when viewed from a distance of ten (10) feet; against color change of more than five (5) Delta E units in accordance with ASTM D 2244; against chalking in excess of a number eight (8) rating based on ASTM D 4214; and against adhesion loss (peeling) that significantly adversely affects the appearance of the surface to which the coating is applied when viewed from a distance of ten (10) feet from the product. This warranty excludes minute fracturing or surface mars that may occur during proper fabrication procedures.

Labor: For two (2) years from the date of manufacture, SPW will provide the labor to repair or replace the defective metal cladding at no charge, or will refund the purchase price, at SPW's discretion. On any replacement parts where new wood is a component, SPW shall not be responsible for repainting, refinishing or similar activities connected with such replacement.
SPW will not be responsible for any labor costs for the remainder of the warranty period: years three (3) through twenty (20).

Metal Clad - 10 Year Limited Warranty for SPW Products with AAMA 2604 Powder Coated Finishes

For Ten (10) years from the date of manufacture, SPW will provide a limited warranty on the coating on the metal cladding against cracking or checking when viewed from a distance of ten (10) feet; against color change of more than five (5) Delta E units in accordance with ASTM D 2244; against chalking in excess of a number eight (8) rating based on ASTM D 4214; and against adhesion loss (peeling) that significantly adversely affects the appearance of the surface to which the coating is applied when viewed from a distance of ten (10) feet from the product. This warranty excludes minute fracturing or surface mars that may occur during proper fabrication procedures.

Labor: For two (2) years from the date of manufacture, SPW will provide the labor to repair or replace the defective metal cladding at no charge, or will refund the purchase price, at SPW's discretion. On any replacement parts where new wood is a component, SPW shall not be responsible for repainting, refinishing or similar activities connected with such replacement.
SPW will not be responsible for any labor costs for the remainder of the warranty period: years three (3) through ten (10).

The SPW metal clad warranty shall be null and void if the customer fails to follow the mandatory warranty maintenance requirements outlined in this document and detailed in the SPW Owner's Manual.

Warranty Conditions, Exclusions and Limitations

This warranty is limited to defects in workmanship and materials and expressly excludes damage or defects caused by or arising from:

- On-site damage occurring during construction due to vandalism, acts of nature or any other cause beyond SPW's control.
- Improper handling or installation by the builder or consumer and/or failure of the builder or consumer to follow manufacturer's instructions.
- Normal wear and tear and natural weathering of surfaces.
- Prolonged exposure to weather in the unfinished and/or primed state.
- Naturally occurring corrosion or tarnishing of hardware finishes.
- Installation of the window or door in its opening in a manner which is not plumb, square and true and adequately shimmed on all sides.
- Improper installation not in conformance with SPW installation instructions: operational problems and problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Strain which is applied to the unit by movement of the building or where provisions have not been made in accordance with sound industry practices for adequate expansion or contraction of framing members.
- Products subjected to conditions exceeding their design size and/or design pressure limitations.

- Doors with ADA compliant sills, special hardware or no hardware.
- Windows with special hardware or no hardware.
- Variations in the color, grain and texture of wood products.
- Wood cellular structure failure for wood Components and any Components that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood cellular structure failure.
- Improper finishing and/or maintenance of wood Components.
- Warping in door panels unless it exceeds 1/4" in the plane of the panel itself for doors up to 3'-6" x 7'-0" and/or 3/8" for doors over 3'-6" x 7'-0". This does not refer to the relation of the door panel to the frame or jamb in which it is hung. Action on any claim for warpage may be deferred for a period of time up to twelve (12) months at SPW's option to permit conditioning of the door to humidity and temperature ranges at the jobsite.
- Minor glass imperfections that do not affect normal vision or product per formance per the guidelines established by ASTM C 1036.
- Slight imperfections, color variations, wavy or shimmering distortions in the glass related to a laminate interlayer or heat strengthening of the glass.
- Glass breakage, failure due to misuse or abuse, and damage caused by failure to properly finish and provide maintenance, by alteration or modification to the window (e.g. customer applied tints or films, paint finishes, security systems), or as a result of any cause beyond the control of SPW (e.g. van dalism, fire, flood, earthquake, other acts of nature).
- Due to the increased potential for glass breakage or seal failure, no warranty is provided for any insulated glass unit that has an after-market tint, UV block or other film applied.
- Condensation, surface fogging or frost on exposed surfaces of windows or doors and any related water damage which may occur as the natural result of humidity within the structure or changes in interior/exterior temperatures. (Note: most condensation problems are related to excessive humidity levels in a structure; contact a heating/air conditioning specialist for help).
- Finish failures or corrosion of aluminum cladding or damage to other Components caused by contact with caustic chemicals, including but not limited to industrial cleaning agents, acid-based products, chlorine, and brickwash.
- Corrosion, wear or failure of standard hardware or aluminum cladding in extreme conditions including, but not limited to, seacoast or other corrosive environments, as well as based on elevation, orientation, and altitude, if the customer fails to follow the required warranty maintenance requirements out lined in this document and detailed in the SPW Owner's Manual.
- Products purchased through SPW that are manufactured by a third party (e.g. vinyl windows, skylites, custom hardware) are not covered under the terms of this warranty. Refer to product manufacturer's warranty for terms of coverage.

Warranty Maintenance Requirements
NOTE: The performance of the exterior aluminum coated finish, hardware and/or Components may vary based on installation in extreme environments, including but not limited to seacoast and other corrosive environments, as well as based on elevation, orientation, altitude and other atmospheric conditions. Normal, regular maintenance of the product is required to maintain the appearance, to extend the finish life, and to keep the warranty intact.

Exterior Aluminum Coatings:
The following maintenance requirements for SPW products are an integral part of the warranty given for film integrity (e.g. checking, cracking, chipping and peeling), color retention, and chalking. The warranty requires that regular cleaning be performed periodically; at least twice a year for non-extreme environments and four times a year for extreme environments, including, but not limited to, seacoast or other corrosive environments. The required maintenance procedures include:
Use clean water with slight amounts of mild alkaline detergents to clean the exterior aluminum clad surfaces.

- The cleaning effect may be increased by rubbing with a clean, soft, non-scratching, non-abrasive cloth or cotton mitten with modest pressure.
- The temperature of the parts to be cleaned must not exceed 80° F.
- Any chips or scratches must be repaired immediately and not left exposed to the elements.
- For removal of grease and oily substances, isopropyl alcohol may be used.
- The cleaning solution must not be allowed to react or remain on the coating for more than one (1) hour.
- After cleaning, the surfaces must be rinsed with clean, cold water.
- A proper maintenance record must be kept and documented. This documentation must contain the following information:
    - Date
    - Name and address of party performing the maintenance
    - Description of cleaning procedure and detergents used
    - Signature on the document of the person performing the cleaning procedure

Hardware:
The warranty requires that regular cleaning be performed periodically; at least twice a year for non-extreme environments and four times a year for extreme environments, including, but not limited to, seacoast or other corrosive environments. The required maintenance procedures include:

- Products should be cleaned with mild detergent soap and water.
- Do not use harsh cleaning agents (e.g. abrasive, industrial strength or vine gar/citrus/chlorine based cleaners).
- The cleaning effect may be increased by rubbing with a clean, soft, non-scratching, non-abrasive cloth or cotton mitten with modest pressure
- Always rinse with clean water.
- Dry thoroughly with clean, soft, non-scratching, non-abrasive cloth or cotton mitten using modest pressure.

Consult the Sierra Pacific Windows Owner Manual for additional cleaning details.

Allocation of Risks of SPW Product Performance: Because some water infiltration must be anticipated in all construction, it is imperative that the wall system be designed and constructed to properly manage moisture. SPW is not responsible for claims or damages caused by anticipated or unanticipated water infiltration; deficiencies in building design, construction and maintenance; failure to install SPW products in accordance with SPW Installation Instructions; or the use of SPW products in systems, such as barrier wall systems, unless proper management of moisture within the wall system is incorporated within the design of the system. The determination of the suitability of all building components, including the use of SPW products, as well as the design and installation of flashing and sealing systems, are the responsibility of the buyer, owner, architect, contractor, installer, or other construction professional and are not the responsibility of SPW. All risks related to building design and construction, fitness of SPW product for a particular purpose, or the maintenance, installation, and use of SPW products shall be assumed by the buyer and/or owner in conjunction with the architect, contractor, installer, or other construction professional.

This Limited Warranty sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified herein. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and of fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim hereon shall be the same as, that provided in the express warranty stated herein.

SPW does not warrant, expressly or impliedly, any special product or item that is manufactured according to specifications supplied by the consumer.

The warranty on any replacement product will extend for the balance of the original warranty period.

All warranty claims must be made within the applicable warranty period. SPW is giving you an express Limited Warranty. SPW cannot and shall not be liable to you for any other express or implied warranties provided by distributors, dealers, salespersons or any other representatives of SPW whether written or oral. Your exclusive remedy shall be repair, replacement or refund as stated in this warranty. SPW, in its sole discretion, may choose to repair the product as an option to replacement in full satisfaction of its warranty obligation.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of implied warranties, so the limitations or

exclusions set forth above may not apply to you. Should an implied warranty of merchantability or fitness for a particular purpose apply to you, those warranties are limited in time to the duration of this warranty. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

Claim Procedure
To initiate a claim action under this Limited Warranty, contact the SPW Territory Manager or SPW Dealer who sold you the products. In the event this person is unknown, please contact:

Your local Service Center at 1-800-824-7744, or
Sierra Pacific Windows
Customer Service Manager
PO Box 8489
Red Bluff, CA 96080
www.sierrapacificwindows.com

You will be required to provide the following information: (a) your name, address and telephone number; (b) description of product for which claim is made; (c) proof of date of purchase (invoice); (d) name of SPW sales representative or dealer (if known); and (e) nature of product failure and any further pertinent information. SPW may charge a fee for on-site product inspections. However, the fee will be fully refunded if the product is found to contain a defect covered by this warranty.

Limited Warranty (as defined by Magnuson-Moss Warranty-Federal Trade Commission Improvement Act)

Product Reference Information

Order Number _____

Sold To Name _____

Date of Purchase _____

Territory Manager _____

Regional Manager _____

Product Delivery Date _____

Notes

Notes

Original Print Date: 7/06
Rev. 3/09, 7/10, 6/11, 12/12, 6/14

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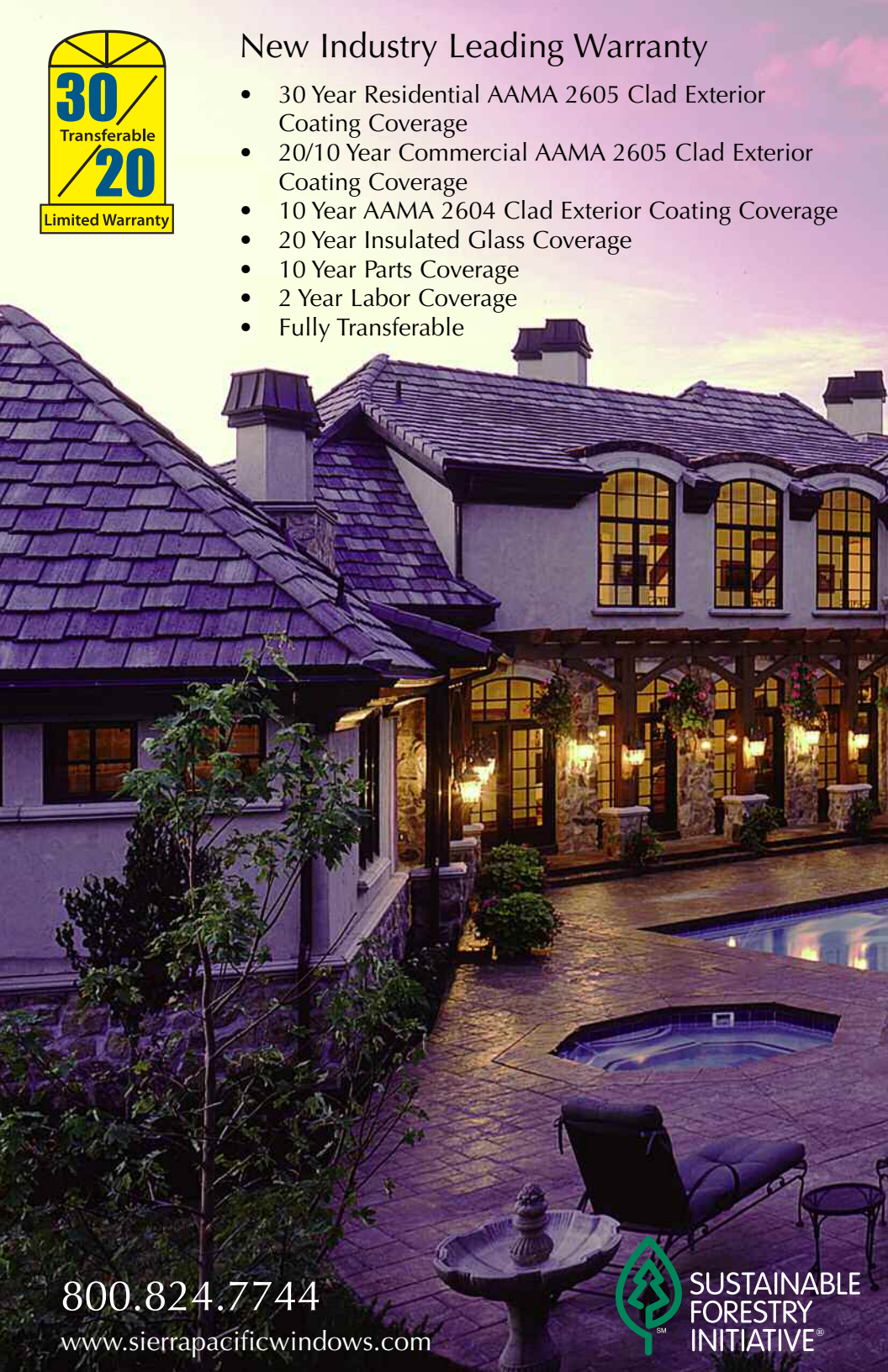
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